



# Hawaii Traveler Tips

# Aloha!

This guide serves to assist travelers with disabilities and health conditions by providing information about the accessibility of Hawaii's airports and transportation systems. Also included is a list of medical supply companies and support services. Please make direct contact with any of the businesses or services in this guide to obtain additional information. This guide is also available on our web site at <http://hawaii.gov/health/dcab/travel>. Information contained in this guide does not serve as an endorsement for these or other businesses or services, and is intended only as a resource.

The island Oahu has the largest population base in the Hawaiian Islands, therefore the majority of resources for visitors with disabilities are located on Oahu. Resources are limited as you leave the island of Oahu for the neighbor islands.



## Honolulu International Airport

The State of Hawaii Department of Transportation provides an Access Guide for passengers with disabilities on services (such as animal quarantine, ground transportation, motorized wheelchairs, porter services, accessible restrooms, TTYs) at the Honolulu International Airport. Obtain this guide at <http://hawaii.gov/dot/airports> and select "ADA". For more information, contact the Visitor Information Program at the Honolulu International Airport at (808) 836-6413 (V/TTY).



## Air Travelers With Disabilities

The U.S. Department of Transportation (DOT) offers the following assistance and information for travelers with disabilities.

- Individuals who experience disability related air travel problems can obtain "real time" assistance and information to resolve problems by calling the DOT at (800) 778-4838 (V) and (800) 455-9880 (TTY).
- Information on investigating and filing a complaint about a disability issue can be found at <http://airconsumer.ost.dot.gov/>.
- Information for passengers with disabilities can be found at <http://airconsumer.ost.dot.gov/publications/disabled.htm>.

The U.S. Transportation Security Administration, which is responsible for passenger airport security screenings, has information for travelers with disabilities and medical conditions on its web site at [www.tsa.gov/travelers/index.shtm](http://www.tsa.gov/travelers/index.shtm).



## Adapted Vehicle Rentals

With advance notice, car rental companies will install hand controls, provide accessible transportation from airport or airport car rental booth to vehicle pickup point, or deliver the vehicle to the airport terminal.

<b>Alamo Rent-A-Car</b>	<b>(800) 327-9633</b> (Toll free)
<b>Avis Rent-A-Car</b>	<b>(800) 321-3712</b> (Toll free)
<b>Budget Rent-A-Car</b>	<b>(800) 527-7000</b> (Toll free)
<b>Dollar Rent-A-Car</b>	<b>(866) 434-2226</b> (Toll free)
<b>Hertz Rent-A-Car</b>	<b>(800) 654-3011</b> (Toll free)
<b>National Rent-A-Car</b>	<b>(800) 227-7368</b> (Toll free)



## Accessible Van Rentals

The following businesses rent wheelchair accessible vans. Call in advance to make reservations, arrange for pick up of the van, and if needed have hand controls installed for the van.

### Access Aloha Travel

**(808) 545-1143**  
**(800) 480-1143** (Toll Free)

### Wheelers Accessible Van Rentals

**(877) 735-6365** (Toll Free)



## Transportation

Oahu Transit Services (OTS) operates an island-wide fixed-route bus service (TheBus) and a paratransit service (TheHandi-Van) on a daily basis. All buses are wheelchair accessible. TheHandi-Van uses wheelchair accessible vehicles to provide curb-to-curb service to individuals with disabilities who are certified as "ADA Paratransit Eligible." Visitors from other states who possess valid ADA paratransit eligibility may use TheHandi-Van. Contact TheHandi-Van Eligibility Center for information at **(808) 538-0033**.

### ADA Paratransit Eligibility

#### TheHandiVan Eligibility Center

First Insurance Center  
1100 Ward Avenue, Suite 835  
Honolulu, HI 96814  
**(808) 538-0033**  
(808) 538-0055 (Fax)

### TheBus

#### Oahu Transit Services, Inc.

811 Middle St.  
Honolulu, HI 96819  
**(808) 848-4500** (Customer Service)  
**(808) 848-5555** (Routes & schedules)  
Web site: **www.thebus.org**

### TheHandi-Van

#### Oahu Transit Services, Inc.

811 Middle St.  
Honolulu, HI 96819  
**(808) 456-5555** (V) Customer Service  
**(808) 454-5045** (TTY) (Customer Service)  
**(808) 456-5555** (Trip Reservations)  
Web site: **www.thebus.org**

### Charley's Taxi

Provides Medicab service, which is a door-to-door escort service to doctors' offices and pharmacies. This is not ambulance or paramedic transportation. (808) 531-1333

### Silver Cross Handi-Trans

Provides wheelchair transportation. (808) 690-9558  
Web site: [www.silvercrossllc.com](http://www.silvercrossllc.com)

### The Cab

Provides wheelchair transportation. (808) 422-2222

## Accessible Parking

The State of Hawaii recognizes valid person with a disability parking placards issued by other states and countries for parking in designated, accessible parking spaces. Parking placards must hang from the vehicle's rearview mirror when the vehicle is parked in a designated space.

## Access to Beaches and Trails

All terrain wheelchairs are available at selected beaches on Oahu. Contact the City and County of Honolulu, Department of Parks and Recreation for further information at phone: (808) 768-3027 (V/TTY), web site: [www.honolulu.gov/parks/programs/beach/](http://www.honolulu.gov/parks/programs/beach/) or email at the link found at web site.

For information on trails through out the state, you may contact the Department of Land and Natural Resources,

Na Ala Hele Trails and Access Program at Oahu phone (808) 973-9782 or visit [www.hawaiitrails.org](http://www.hawaiitrails.org).



## Medical Equipment

The following medical supply and health care companies sell or rent medical equipment and supportive aids. This listing is not an endorsement for any particular company, business or product. You can also refer to the phone directory yellow pages under Medical Equipment and Supplies for more listings. Contact the medical supply and health care companies in advance to ensure your equipment needs are ready when you arrive in Hawaii.

### Apria Healthcare

98-720 Kuahao Place  
Pearl City, HI 96782  
(808) 485-0178  
(808) 485-0169 (Fax)  
Web site: [www.apria.com](http://www.apria.com)

### C.R. Newton Co.

1575 S. Beretania Street, Suite 101  
Honolulu, HI 96826  
(800) 545-2078 (Toll free)  
(808) 949-8389  
(808) 955-4721 (Fax)  
Web site: [www.crnewton.com](http://www.crnewton.com)

### Hawaiian Islands Medical

841 Pohukaina Street, Suite 8  
Honolulu, HI 96813  
(866) 264-4633 (Toll free)  
(808) 597-8087  
(808) 597-8474 (Fax)  
Email: [info@himed.cc](mailto:info@himed.cc)  
Web site: [www.himed.cc](http://www.himed.cc)

### Hawaiian Rent-All

1946 South Beretania Street  
Honolulu, HI 96826  
**(808) 949-3961**  
(808) 949-1338 (Fax)  
Email: [hrarents@gmail.com](mailto:hrarents@gmail.com)  
Web site: [www.hawaiianrentall.com](http://www.hawaiianrentall.com)

### United Rent-All

46-012 Alaloa Street.  
Kaneohe, HI 96744  
**(808) 235-8715**  
(808) 236-2407 (Fax)  
Email: [bongo\\_823@yahoo.com](mailto:bongo_823@yahoo.com)



### Support Services

The following businesses provide in-home services that may include nurses, nurse's aides, and home assistance for persons with disabilities or health conditions. Fees are charged for all services. Contact the business in advance for information. The Centers for Independent Living may also be a resource for other support services.

### CareResource Hawaii

680 Iwilei Road, Suite 660  
Honolulu, HI 96817  
**(808) 599-4999**  
(808) 599-8885 (Fax)  
Web site: [www.careresourcehawaii.org](http://www.careresourcehawaii.org)

### Hawaii Centers for Independent Living Oahu - Honolulu

414 Kuwili Street, Suite 102  
Honolulu, HI 96817  
**(800) 645-4651** (Toll Free)  
**(808) 522-5400** (V)  
**(808) 522-5415** (TTY)  
(808) 522-5427 (Fax)  
Web site: [www.myhcil.com](http://www.myhcil.com)

### Hawaii Centers for Independent Living Oahu – Hauula

54-113 Kawaipuna Street  
Hauula, Hawaii 96717  
**(808) 293-9775** (V)  
**(808) 293-9771** (V)  
(808) 293-1742 (Fax)  
Email: [hcilhaaula001@hawaii.rr.com](mailto:hcilhaaula001@hawaii.rr.com)  
Web site: [www.myhcil.com](http://www.myhcil.com)

### Wilson Homecare

1221 Kapiolani Blvd., Suite 940  
Honolulu, HI 96814  
**(808) 596-4486**  
**(808) 596-4822** (Fax)  
Email: [info@wilsonhomecare.net](mailto:info@wilsonhomecare.net)  
Web site: [www.wilsonhomecare.net](http://www.wilsonhomecare.net)



### Communication Access Services

Telecommunications Relay Service (TRS) is available statewide by calling **711**.

### Sign Language Interpreters Hawaii Interpreting Services

**(808) 394-7706**  
Email: [Sabina@interpretinghawaii.com](mailto:Sabina@interpretinghawaii.com)  
Web site: [www.interpretinghawaii.com](http://www.interpretinghawaii.com)



### Service Animals

Contact the Hawaii Department of Agriculture for information on requirements for allowing guide dogs and service animals to enter Hawaii without quarantine.

#### **Hawaii Department of Agriculture Animal Quarantine Station**

99-951 Halawa Valley Street  
Aiea, HI 96701-5602

**(808) 483-7151**

(808) 483-7161 (fax)

Email: [rabbiesfree@hawaii.gov](mailto:rabbiesfree@hawaii.gov)

Web site: [www.hawaii.gov/hdoa](http://www.hawaii.gov/hdoa)

Web site for information on service animals:

<http://hawaii.gov/hdoa/ai/aqs/info>

or from home page select "Animal Quarantine Information" and "Guide and Service Dogs".



### Visitor Aloha Society of Hawaii

The Visitor Aloha Society of Hawaii assists visitors who are victims of crime, accident, death in the family, or other adversities while visiting Hawaii.

#### **Visitor Aloha Society of Hawaii**

**(808) 926-8274**

(808) 926-0500 (Fax)

Email: [visitorexec@hawaii.rr.com](mailto:visitorexec@hawaii.rr.com)

Web site:

[www.visitoralohasocietyofhawaii.org](http://www.visitoralohasocietyofhawaii.org)

### **This guide was prepared by the State of Hawaii, Department of Health Disability and Communication Access Board**

919 Ala Moana Boulevard, Room 101 • Honolulu, HI 96814

(808) 586-8121 (V/TTY)

Web site: [www.hawaii.gov/health/dcab/](http://www.hawaii.gov/health/dcab/) • E-mail: [dcab@doh.hawaii.gov](mailto:dcab@doh.hawaii.gov)

We provide access to our activities without regard to race, color, national origin (including language), age, sex, religion, or disability. If you have a concern, write or call the Disability and Communication Access Board or the Department of Health Affirmative Action Officer at P.O. Box 3378, Honolulu, HI 96801-3378, or call (808) 586-4614 (V/TTY) within 180 days of a problem.



STATE OF HAWAII

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